



An **Office of Retirement Services** Publication

Connections

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Our Mission

We deliver pensions, related benefits and services to promote the future financial security of our customers.

Our Vision

Fast, easy access to complete and accurate information and exceptional service.

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State Employees' Retirement System enters 2004 financially sound

This issue of *Connections* includes the financial summary of your retirement system for fiscal year 2003. Although 2003 was a volatile year on Wall Street, the retirement system funds were well cared for over the course of the year. The financial summary can be found on page 4.

After two years of net investment losses, the funds have once again posted significant net investment gains. Because of market volatility, the retirement system invests for the long run in both a responsible and prudent manner. Therefore, investments are made in a broad diversified group of assets. This strategy helps to limit losses during turbulent times.

The funded status of the system, as reported in the 2003 *Comprehensive Annual Financial Report* (CAFR), was 98.7 percent on September 30, 2002. The funded status for September 30, 2003, that will be

reported in the 2004 CAFR is estimated at 88.8 percent. The higher the percentage, the stronger the pension system. The calculation of this percentage is explained in detail in the financial section of the 2003 CAFR which can be found at www.michigan.gov/ors.

During fiscal year 2002-2003 the retirement system's net assets increased to \$9.0 billion. The major sources of revenue were investment income and contributions. The major expenditures were benefit payments.

As of September 30, 2003, there were 45,491 retirees and beneficiaries receiving monthly benefits. Approximately 36,702 active employees were reported during fiscal year 2002-2003. Of these, about 30,346 have fully vested rights to their retirement benefits.

Need answers? Check out our new publications

The Office of Retirement Services is pleased to announce new retirement publications for state employees and retirees.

The first three books in the series are *Your Retirement Plan*, *Enhancing Your Pension*, and *Retirement Readiness*. The fourth book, *After You Retire*, is written especially for retirees and we hope that you find it helpful.

All of the books are currently available on the ORS website. You



will find them in Acrobat format at www.michigan.gov/ors. You can pick a publication and click on any table of contents entry to navigate to that topic. You can also print the entire book or any portion you choose.

The publications revision project is yet another step in ORS's effort to provide complete and accurate information to our customers so you can make informed decisions about your financial future.

From the Director

In past issues of *Connections*, I have talked to you a lot about Vision ORS. Vision ORS is the map we use to guide us to our vision of providing you with “fast, easy access to complete and accurate information and exceptional service.”

What this means to you is that we have been hard at work to improve our service. Your feedback tells us our efforts are being noticed. See the article below for details on our latest retiree survey.

We are also working to serve you faster. The time it takes to determine retirement eligibility or answer a letter has improved. This is due, in part, to our new technology. If you call with a question, our retirement information representatives are now able to view your information on one computer screen. So, we are able to give you a more complete, personalized answer. And we can usually answer your question right away instead of having to research documents in your paper file and call you back. We get a lot of comments on how much you appreciate being able to get what you need in one phone call.

Our new mail system has played a big part in our improved service. In the past, mail was sorted and hand delivered throughout the office. The work was completed and sent to the records department to be filed in a paper file folder for each retiree. If

representatives needed to see a document in your file, they would have to request the paper file from our records department. Now, when we receive mail, it is scanned into a computer and a copy is placed into your electronic file. This is the process that gives us the ability to view your electronic file on the computer screen.

Technology is great, but in the end, any good organization is only as good as the people who work there and how well they work together. You have a great group of folks serving you at ORS and I am proud to be part of this organization. No matter what, they find ways to improve our service to you, our customer – and they have some fun doing it.

One final note. As stewards of your retirement system, we never lose sight of being budget conscious. In that vein, we continue to provide service to you at about two-thirds of the cost of our peers. We have found a way to provide high quality service at a low cost. We think that makes us a pretty good value.

We are always looking for your input. Let us know how we are doing.

Cheers!



Chris DeRose

Customer surveys reveal positive results

The Office of Retirement Services continues to receive high ratings for service to our customers.

We randomly selected 400 state retirees and asked them how well ORS is meeting their needs. The survey shows that 90 percent of our retirees are satisfied with the level of service. Respondents who have contacted ORS by phone or mail reported that they received timely, complete responses from ORS.

While we are pleased with your overall satisfaction, we are striving to do even better. Regular surveys help identify what is being done well and where improvement is needed. For example, it is clear from

your responses that you rely on your pension payment message and *Connections* for information. Because

you've said these are important to you, we will continue to use these tools to provide you quality retirement system information.

Since we began surveying retirees regularly in 1997, we have found your responses to be invaluable for planning services. Survey participants are chosen randomly, but your comments are *always* welcome, even if you don't receive a survey.

Thank you to all who take the time to respond to our surveys or write to us.



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A Message from Governor Jennifer Granholm

Dear Michigan Retiree:

I want to take this opportunity to thank you for your service to Michigan and for your dedication to our citizens. You are the unsung heroes – the educators, protectors, administrators and workers – who made sure that our children were educated, our streets were safe, and our families had the day-to-day support and information they needed to manage the activities of their lives.

Thank you also for your continued support of today's public employees. The men and women who turn the wheels of our administrations are often forgotten beneath a blanket of cynicism toward anything connected to the public sector. However, the example of excellence and professionalism that you set is what truly defines public service today and is what reminds our communities of the nobility of this wonderful profession.

We are working hard in Lansing right now on initiatives that will grow our economy, create jobs, and

improve the quality of life for all of our citizens. The seven-point plan I introduced in January includes initiatives to make prescription drugs more affordable, make health care more accessible, and make criminals who prey on our seniors pay a much greater price for their crimes. In addition, we have introduced initiatives to improve education, attract new businesses, create cool cities, and protect our precious natural resources.

As we continue this year to move Michigan forward, know that your service to our state is not forgotten. Even though we no longer see you in the halls of our state office buildings or classrooms of our schools, you still remain our colleagues and our friends. Thank you for serving the people of Michigan.

Sincerely,



Jennifer M. Granholm
Governor



Mail call – Your cost-saving suggestions



Thanks to all of you who responded to our call for cost-saving ideas! You had some great recommendations. Each suggestion is being reviewed and carefully considered. Those that affect other state agencies were forwarded to the appropriate agency contact.

Your most frequent suggestions centered around reducing our mailing costs. Many of our retirees are married couples who asked us if we can combine mailing in one envelope. Though an excellent idea, we cannot do this because of privacy issues. A large number recommended that we mail EFT statements less often or better yet, send them electronically. And quite a few had the same advice for *Connections* and other mailings, proposing email or the ORS website as an alternative delivery method. We're happy to tell you that our Vision ORS project is taking us closer to that reality. In the near future you should be able to access

your personal pension information and even change your address or beneficiary through our secure website.

Technology is taking us closer to our vision of fast, easy, access to complete and accurate information and exceptional service. We also know that not everyone we serve has an electronic connection to us, and assure you that we will strive to meet your needs as well.

Pension payments

Pension payments are issued on the 25th of the month. If your EFT is not credited within three days after that date, please call ORS. If your check is delayed, we can reissue it after the seventh of the following month.

Holidays – Retirement offices closed

May 31 – Memorial Day

July 5 – Fourth of July Holiday

September 6 – Labor Day

State Employees Retirement System

Assets & Liabilities			Revenues & Expenditures*		
	FY 2003	FY 2002		FY 2003	FY 2002
Assets			Revenues		
Cash	\$ 41,464,748	\$ 20,223,518	Public Financed and		
Receivables	114,178,314	97,780,461	Member Contributions	\$ 491,460,858	\$ 524,776,292
Collateral on Loaned			Net Investment Income	<u>1,222,811,056</u>	<u>(1,003,890,517)</u>
Securities	219,483,789	366,352,026	Total Revenues	\$ 1,714,271,914	\$ (479,114,225)
Investments	<u>8,819,358,038</u>	<u>8,266,686,099</u>	Expenditures		
Total Assets	\$ 9,194,484,889	\$ 8,751,042,104	Benefit Payments	701,664,432	503,453,879
Liabilities			Health, Dental, and		
Accounts Payable			Vision Benefits	354,084,838	278,998,333
and Other Liabilities	8,475,307	13,163,764	Transfers and Refunds	58,331,126	18,331
Obligations Under			Admin. Expenses	<u>5,192,039</u>	<u>6,432,819</u>
Securities Lending	<u>219,483,789</u>	<u>366,352,026</u>	Total Expenditures	\$ 1,119,272,435	\$ 788,903,362
Total Liabilities	\$ 227,959,096	\$ 379,515,790	Beginning Year Net Assets	\$ 8,371,526,314	\$ 9,639,543,901
Net Assets	\$ 8,966,525,793	\$ 8,371,526,314	End of Year Net Assets	\$ 8,966,525,793	\$ 8,371,526,314

*Does not include transfers between pension plan and health plan.

Investments & Earnings

	Market Value*	Percent of Total Market Value	Net Investment Income ***
Fixed Income	\$ 1,527,090,095	17.3%	\$ 89,509,976
Common and Preferred Stock	3,973,715,495	44.8%	870,504,405
Real Estate and Mortgages	853,356,337	9.6%	55,832,088
Alternative	1,181,377,358	13.3%	67,647,786
International Equities	855,654,706	9.7%	151,229,953
Short Term Investments**	469,628,795	5.3%	4,886,302
Securities Lending Income			4,483,644
Investment Expenses			<u>(21,283,098)</u>
Total Assets & Net Investment Income	\$ 8,860,822,786	100.0%	\$1,222,811,056

* Short Term Investments are at cost, which approximates market value.

** Excludes the amounts payable and receivable for sales and purchases of securities with a settlement date after September 30 for each fiscal year. Amount also excludes \$219,483,789 in cash collateral for security lending for fiscal year 2003.

***Total Investment & Interest Income excludes net security lending income of \$814,662 for fiscal year 2003.

Note: The complete 2003 Comprehensive Annual Financial Report from which this summary was derived is available on our website at www.michigan.gov/ors. If you are unable to download it from the Internet, you can email the Office of Retirement Services at ORSCustomerService@michigan.gov or call us at (800) 381-5111 to request a copy.